Jabra PC Suite

User's Guide

Contents

1. Jabra PC Suite Overview

Elements of the Jabra PC Suite

The Jabra PC Suite is a collection of PC programs that enable you to configure your Jabra solution, update its firmware and control the way your headset will work together with your PC softphones and other audio programs.

The Jabra PC Suite includes the following programs:

- **Jabra Device Service**
  This simple program runs in the background and monitors your USB ports for Jabra devices. It enables the Jabra Control Center and softphone interfaces to interact with Jabra devices. While the Device Service is running, you will see a Jabra icon in the Windows notification area (close to the clock in the bottom-right corner of your screen); right click the icon to set preferences and access links to other Jabra programs. You must have this service running in order to use any of those programs together with your Jabra device.

- **Jabra Control Center**
  This program enables you to configure your Jabra headset from your computer and to configure the interaction between your headset and your softphone programs.

- **Jabra Device Firmware Updater**
  This program enables you to update the firmware of your Jabra devices. Firmware is a type of software that runs inside many types of electronic devices, managing their various internal processes. Occasionally, Jabra may release updates that can improve performance or add new functionality to your Jabra product. You can find these updates on the Jabra web site and may receive e-mail about firmware updates if you register your devices with Jabra (which we recommend).

- **Jabra Skype Interface**
  This is a simple background program that manages the connection between your headset solution and the Skype softphone program. Among other things, it enables you to answer a Skype call using the controls on your headset.

- **Jabra Cisco IP Communicator Interface**
  This is a library (DLL) that is added to your Cisco IP Communicator installation if it is present when you install Jabra PC Suite. It enables you to control Cisco IP Communicator from your headset, but is otherwise invisible and does not require you to manually run or configure it. If you install Cisco IP Communicator after installing Jabra PC Suite, then reinstall the PC Suite to get the Cisco driver.

System Requirements

To run the Jabra PC Suite, your computer must meet or exceed the following requirements:

- **Operating System**: Microsoft Windows 2000 SP4 or later; Microsoft Windows XP with Service Pack 2 or later; or Microsoft Windows Vista (all variants). 64-bit versions of Windows are not supported.

- **Hardware**: A USB connection must be available and a Jabra device must be connected to it.

Jabra PC Suite supports the following softphone solutions:

- **Skype**: version 3.2 or above

- **Cisco IP Communicator**: version 2.0.1.1 or above

- **Microsoft Office Communicator 2007**

- **Other softphones**: All softphones will recognize your Jabra headset as a standard Windows sound card with sound-in and sound-out features. However, you will not be able to control these phones from the Jabra headset (i.e., you will need to use the softphone user interface to place and answer calls).

Note: Jabra is constantly evaluating the softphone market to see which new programs should be supported with a dedicated driver, as listed above for Skype, Microsoft and Cisco. Contact your Jabra representative or see the Jabra web site for the latest news on softphone driver development.

2. Installing Jabra PC Suite

To install Jabra PC Suite on your computer:

1. If are using the Cisco IP Communicator softphone program, then install that program first. (If you add this program later, you can simply re-run the Jabra PC Suite setup wizard to install the Jabra driver for Cisco.)

2. If an older version of Jabra PC Suite is already installed on your PC, then please close the Jabra Device Service if it is running.

3. Insert the CD-ROM that came with your Jabra product or download the Jabra PC Suite installer from www.jabra.com.

4. Double click on the `JabraPcSuiteSetup.exe` file.

5. The installation wizard launches, starting with a **Welcome** screen.
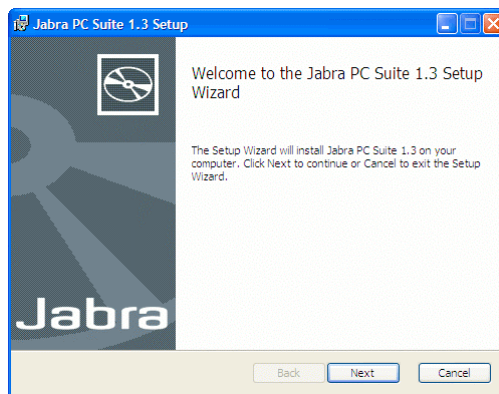
There are no settings here, so just read the text and click on **Next**.

6. The **End-User License Agreement** page opens.
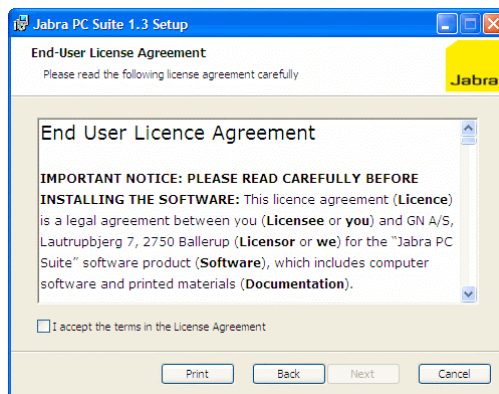
Read the license agreement carefully. If you agree with its terms, then mark the **I accept…** check box and click on **Next**. You can also **Print** the agreement from here if you like.

7. The **Custom Setup** page opens.

The Jabra PC Suite includes either four or five programs, all of which will be installed by default. (The fifth program, the Cisco IP Communicator Interface, is made available only if the Cisco softphone is already installed on your system.) We recommend that you install all of 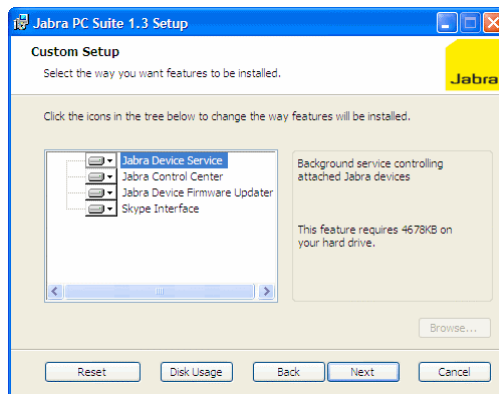the listed programs, though you *might* exclude the Skype Interface and/or the Cisco IP Communicator Interface if you are sure you will never use these. To remove a program, click on the hard-disk icon next to the target name to open a menu that you can use to exclude that program. Buttons at the bottom of this page also enable you to see how much disk space will be used and to reset the page to its default settings. Click on **Next** when you are done making settings here.

8. The **Startup Options** page opens.
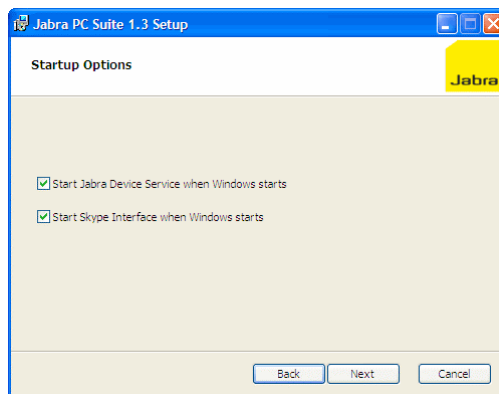
The setup program is able to create shortcuts in your Windows start-up folder that will launch the Jabra Device Service and/or Skype Interface at startup. Set these as follows:

o **Start Jabra Device Service…**: This program runs in the background and enables advanced control functionality for your softphones and headset. We recommend that you leave this box marked if you will often use a softphone with your headset. See also "Running and Using the Device Service" on page 12 for details about this program.

o **Start Skype Interface…**: Leave this box marked if you intend to use Skype with your Jabra headset. See also "Running and Using the Skype Interface" on page 24 for more information about this program.

Click on **Next** when you are done.

9. The **Ready to Install** page opens.
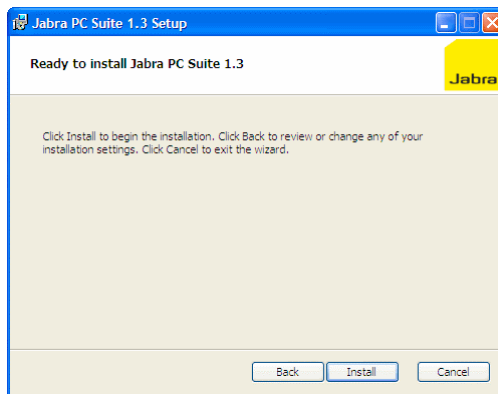
You are now finished setting your installation options. Click on **Install** to install the software.

10. A progress bar is shown to track your installation. When installation is complete, the **Completed...** page opens.

Click on **Finish** to close the setup program and start using your new software.

3. Using Softphones with Your Jabra Headset

The Jabra PC Suite has two primary functions: configuring your headset and providing a feature-rich softphone integration that includes remote call control from the headset.

Basic softphone functionality is provided via Windows and plug-and-play, which results in your headset appearing as a standard PC sound card with sound-in and sound-out abilities. However, other elements of the Jabra PC Suite will enable you to control your softphone from your headset's buttons. Features include the ability to answer incoming calls, place calls on hold, switch between held calls and more. The exact set of features that are supported vary slightly between softphone types, as outlined in the table below and elaborated in the sub-sections that follow. The available features will also depend on the Jabra product you are using with your softphone.

Function	Skype	Cisco IP Communicator	Microsoft Office Communicator
Accept incoming call	✓	✓	✓
End call	✓	✓	✓
Mute microphone	✓	✓	✓
Place call on hold	✓		
Resume call on hold	✓		
Redial	✓	✓	

Using Skype

Skype is a well known and widely used softphone solution. It is free to download and use, though some advanced services (such as the ability to dial out to traditional phone numbers) cost extra. It has a relatively long history, providing a large set of features and automation controls with which Jabra can interact.

See "System Requirements" on page 4 for Skype version requirements.

To best use your headset together with Skype, the following should be installed and running on your PC:
- **Jabra Device Service**
  This simple program establishes a link between your Jabra headset and Jabra softphone interfaces, enabling you to control your softphone from your headset. We recommend that you configure Windows to run this program at start up if you often use your headset together with any type softphone. See also "Running and Using the Device Service" on page 12.
- **Jabra Skype driver**
  Like the Jabra Device Service, this is a simple program that runs in the background to enable commands from your headset to be passed to the softphone. We recommend that you configure Windows to run this program at

start up if you often use your headset together with Skype. See also "Running and Using the Skype Interface" on page 24.

Once the above software is installed and running, you will be able to control the following features of Skype using your standard Jabra headset controls:
- Accept incoming call
- End call
- Mute microphone
- Place call on hold
- Resume call on hold
- Redial last outgoing number

The headset controls for invoking each of the above features of your softphone work in exactly the same way as they do for your mobile or desk phone. See also your Jabra headset reference manual for details about how to invoke each of these functions.

For more information about running the Skype Interface and using Skype together with your headset, please see "Running and Using the Skype Interface" on page 24 See also your Skype documentation.

Using Cisco IP Communicator

Cisco IP Communicator makes the many features of Cisco's line of IP-based desk phones available on your PC.

See "System Requirements" on page 4 for Cisco version requirements.

To best use your headset together with Cisco IP Communicator, the following should be installed and running on your PC:
- **Jabra Device Service**
  This simple program establishes a link between your Jabra headset and Jabra softphone interfaces, enabling you to control your softphone from your headset. We recommend that you configure Windows to run this program at start up if you often use your headset together with any softphone. See also "Running and Using the Device Service" on page 12.
- **Jabra Cisco IP Communicator Interface**
  This is a plug-in (DLL) for Cisco IP Communicator. Once installed, it will always be available to the softphone. See also the note below for more information about installing this driver.

Once the Jabra interface is installed, you will be able to control the following features of Cisco IP Communicator using your Jabra headset:
- Accept incoming call
- End call
- Mute microphone
- Redial last outgoing number

The headset controls for invoking each of the above features of your softphone work in exactly the same way as they do for your mobile or desk phone. See also your Jabra headset reference manual for details about how to invoke each of these functions.

Note: Make sure that your Jabra device is selected as both Headset and Handset in the Audio Tuning Wizard of Cisco IP Communicator.
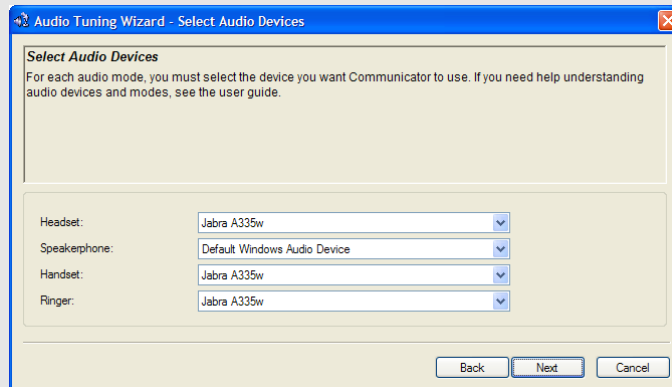
See also your Cisco IP Communicator documentation for complete details.

Note: The Jabra interface for Cisco IP Communicator will only be installed if the Cisco program is already present on your computer when you run the Jabra setup program. If you installed the Cisco program after installing Jabra, then you must run the Jabra setup program again to install the Cisco driver. Look also for a read-me file and/or see also your Jabra headset reference manual for details about running the Jabra setup program.

Using Microsoft Office Communicator

Microsoft Office Communicator does not require a dedicated driver to work with Jabra products. For the same reason, you do not need to run the Jabra Device Service in order to send commands from your headset to the softphone. However, you will still use the Jabra Device Service whenever you want to configure your headset using the Jabra Control Center.

See "System Requirements" on page 4 for Microsoft version requirements.

You are able to control the following features of Microsoft Office Communicator using your standard Jabra headset controls:
• Accept incoming call

• End call

• Mute microphone

The headset controls for invoking each of the above features of your softphone work in exactly the same way as they do for your mobile or desk phone. See also

your Jabra headset reference manual for details about how to invoke each of these functions.

Using Other Types of Softphones and Audio Programs

Even if you use a softphone that is not mentioned above, then you will still be able to use your headset together with your software. In this case, your headset will work just like a passive PC plug-and-play sound card with sound-in and sound-out features. This is probably how your softphone documentation describes the expected operating environment in its documentation.

There are two possible exceptions that may enable headset-based control of your softphone:
- If your softphone operates the headset using the USB human interface device standard, as Microsoft Office Communicator does, then your softphone may support the same types of features described above for Office Communicator.
- Jabra is constantly evaluating the softphone market to see which new programs should be supported with a dedicated driver, as described above for Skype and Cisco. Contact your Jabra representative or see the Jabra web site for the latest news on softphone driver development.

See also "Using Jabra Devices with Any Windows Program" on page 28.

4. The Jabra Device Service

Running and Using the Device Service

Purpose of the Device Service

The Jabra Device Service is a simple program that runs in the background, monitors your USB ports for Jabra devices and provides a link between your Jabra device and various types of PC applications. It enables the Jabra Control Center and Jabra softphone interfaces to interact with Jabra headsets.

Running the Device Service

When you install the Jabra PC Suite, you are presented with the option of running the Device Service and/or Skype Interface automatically each time you start Windows. If you selected one or both of these options, then the installer created shortcuts to these programs in your Windows Startup folder. In this case, you will never need to think about starting the Device Service—it will always be available. However, if you only occasionally use your headset with your computer, then you might choose to keep the Device Service turned off by default and start it manually only when you need it.

- To run the Device Service Manually, click on the Windows **Start** menu and select **All Programs > Jabra > Jabra PC Suite > Jabra Device Service**.

- To run the Device Service automatically on startup, or to stop doing so, add or remove a shortcut for it in your Windows **Startup** folder. One way to get to this folder is to right-click on the **Start** menu and choose **Open All Users** from the context menu. This opens a standard Windows Explorer window. Navigate from there down to `Programs\Startup` sub-folder (the full path is something like: `C:\Documents and Settings\All Users\Start Menu\Programs\Startup`). Add or remove shortcuts here as needed. See also a Windows reference for more information about how to work with shortcuts and the Startup folder.

- To quit the Device Service, use the context menu of the Jabra icon in the Windows Notification Area or the menu command of the Device Service settings window (see below).

The Jabra Icon in the Notification Area

While the Device Service is running, you will be able to see a Jabra icon in the Windows Notification Area (close to the clock in the bottom-right corner of your screen); right click here to set preferences and access links to other Jabra programs.

Figure 1: The Jabra icon in the Windows Notification Area

If you think that the Device Service is running but you cannot see the icon, then Windows may be hiding it. Click on the small left-pointing arrow at the left side of the Notification Area to view all available icons, which should include the Jabra icon. If the icon is still not visible, then the service is not running; launch it from the Start menu and/or add it to your Startup folder as described above.

The Jabra icon enables you to open a settings window for the service and also enables you to quit the service. To view these options, right-click on the icon in the Notification Area to open its context menu.
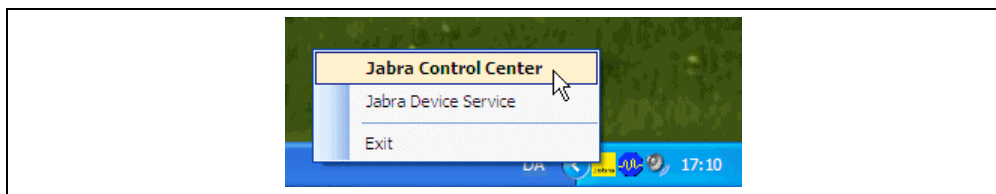
Figure 2: The Jabra Device Service context menu

The following commands are available here:

- **Jabra Control Center**: Opens the Control Center, which you can use to set various options on your Jabra device. See "The Jabra Control Center" on page 19 for details about this program. You can also activate the Jabra Control Center menu item by double-clicking on the Jabra icon (which is why it is shown in bold type).

- **Jabra Device Service**: Opens the settings window for the Device Service (see below).

- **Exit**: Quits the Device Service. This will remove the Jabra icon from your Notification Area and terminate the Jabra Control Center and Jabra softphone interfaces. You can run the Device Service again at any time by selecting its icon from the Windows **Start**-button menu, as described above.

The Device Service Settings Window

The Jabra Device Service window enables you to set options for the Device Service. You can open this window at any time when the Device Service is running by using the Jabra icon in the Windows Notification area, as described above.

Figure 3: The Jabra Device Service settings window

The window is divided into three areas: menu bar (top), settings tabs (middle) and button area (bottom).

The following commands are available from the menu bar:
- **File > Exit**: Quits the Device Service, closing the settings window and removing the Jabra icon from the Windows Notification Area. This has the same effect as selecting the Exit command available from the Jabra icon context menu, as described above.

- **Help > Check for Updates**: Checks with the Jabra web site to see if a new version of the PC Suite is available. If there is, you will be provided with instructions about how to obtain and install it.

- **Help > About Jabra Device Service**: Opens a window with version and copyright information about the Device Service.

The following settings tabs are provided in the middle of the window; click on a tab title to view its settings:
- **Target Softphone**: if you sometimes run more than one softphone program, then use the settings here to choose which one will receive the commands issued from your headset (such as when you press a button to initiate a call).

- **Applications**: shows a list of applications that are currently connected to the Jabra Device Service.

- **Devices**: shows a list of attached Jabra devices and which Jabra devices are supported by the Device Service.

- **Preferences**: provides settings that control a few options about the way your Jabra solution will work on your PC.

The following buttons are provided in the area at the bottom of the window:
- **Refresh**: Updates the information shown in the Jabra Device Service window. Click here if you have changed something (such as connected a new headset or installed a new softphone application) while the window was open.

- **OK**: Applies any changes you made to settings in the window and closes the window. However, the Device Service will continue running in the background and displaying the Jabra icon in your Windows Notification Area.

- **Close**: Discards any new settings you have made and closes the Jabra Device Service settings window. If you have any unapplied settings, you will be asked

if you would like to save them. The Device Service itself does not quit, so it will continue running in the background. This is the same as clicking on the close button in the upper-right corner of the window.

- **Apply**: Applies any changes you made to settings in the window and keeps the window open. This button is grayed out when there are no new settings to apply.

Setting the Target Softphone

If you sometimes run more than one softphone program, then you need to decide which of these programs should normally receive the commands issued from your headset (such as when you press a button to initiate a call).

To view a list of available softphones and select one as the default, make sure that the Jabra Device Service is running and then open its settings window from the Notification Area icon. Click on the **Target Softphone** tab if it is not currently shown.
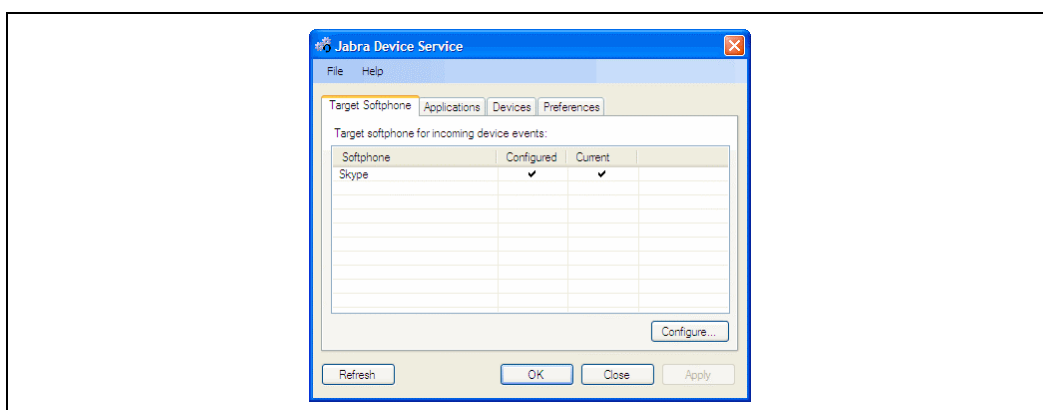
Figure 4: The Target Softphone tab of the Jabra Device Service settings window

The **Target Softphone** tab shows a list of available softphone programs.

Note: The list here shows only those softphone programs that are known to the Jabra PC Suite *and* were installed when you ran the PC Suite setup program. If you have installed a new supported softphone since installing the PC Suite, then re-install the PC Suite if you would like to see that program here.

The following information is shown about each listed program:
- **Softphone**: the name of a given softphone application
- **Configured**: A check is shown in this column to mark which of the available softphones is currently configured as the target for commands from your headset.
- **Current**: A check is shown in this column to mark which of the available softphones is currently the target softphone. The current target will always be the softphone that is, or last was, engaged in a call. Until you have had an active call (after Device Service has started) the current target will be set to the configured target.

If you would like to change the currently configured target:

1. Click on the **Configure** button. This opens a simple dialog window with a single drop-down list.
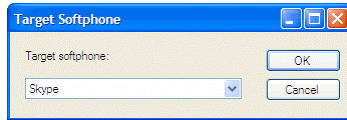
2. Select your preferred target from the drop-down list. If you prefer not to have a target, then select the "None" entry (see the note below for details about why you might do this).

3. Click on **OK** to close the configuration window. Your new selection should now show a check mark in its **Configured** column on the **Default Softphone** tab.

Connecting Applications to the Device Service

The main purpose of the Device Service is to act as a conduit through which applications running on your PC can communicate with your headset and interact with its advanced features (and vice-versa). Use the **Applications** tab of the Jabra Device Service settings window to see a list of applications that are currently connected to the service

To view a list of connected applications, make sure that the Jabra Device Service is running and open its settings window from the Notification Area icon. Then click on the **Applications** tab.
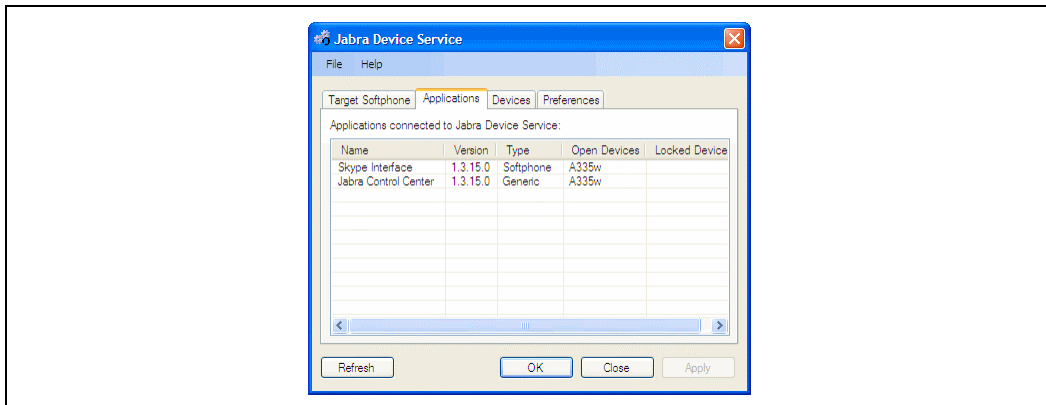

Figure 5: The Applications tab of the Jabra Device Service settings window

The **Applications** tab provides a table that lists information about the connected applications using the following columns:

- **Name**: the name of a given connected application
- **Version**: the software version number reported by the application
- **Type**: the type of application (e.g., "Softphone")
- **Open Devices**: shows the name of the physical Jabra device to which the Device Service has an open connection for each listed application.

- **Locked Devices**: when an application has locked a Jabra device (e.g., when you are on a call), then no other application will be able to access that device. This column lists the Jabra device to which each listed application has locked access (if any).

There is one row for each application connected to the Device Service.

Click on **Refresh** if you have started a new application since you opened this window and would like to see that application listed here.

Viewing the Known Devices List

Use the **Devices** tab of the Device Service settings window to view a list of devices that are currently connected to your PC and a list of all devices that are supported by the installed version of the Device Service. You can also read the supported firmware versions and the current firmware version of attached devices.

Note: The Device Service is only able to connect to those Jabra devices for which it is specifically designed. If you have a new Jabra headset, then you may need to update your Jabra PC Suite to support it (use the **Help > Check for Updates** menu command to check for availability). Jabra devices that are connected to your PC but are not supported by your current version of the Device Service are listed as **unknown**.

To view a list of connected and known devices, make sure that the Jabra Device Service is running, open its settings window from the Notification Area icon and click on the **Devices** tab.
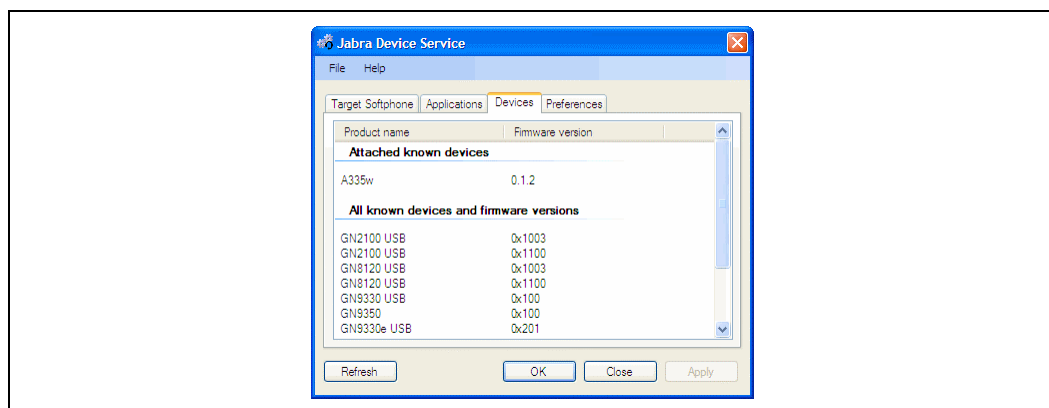

Figure 6: The Devices tab of the Jabra Device Service settings window

Click on **Refresh** if you have connected a new device since you opened this window and would like to see that device listed here.

Device Service Preferences

Use the **Preferences** tab of the Device Service settings window to control a few aspects of the way your Jabra solution will work on your PC.

To view and set the available options, make sure that the Jabra Device Service is running, open its settings window from the Notification Area icon and click on the **Preferences** tab.
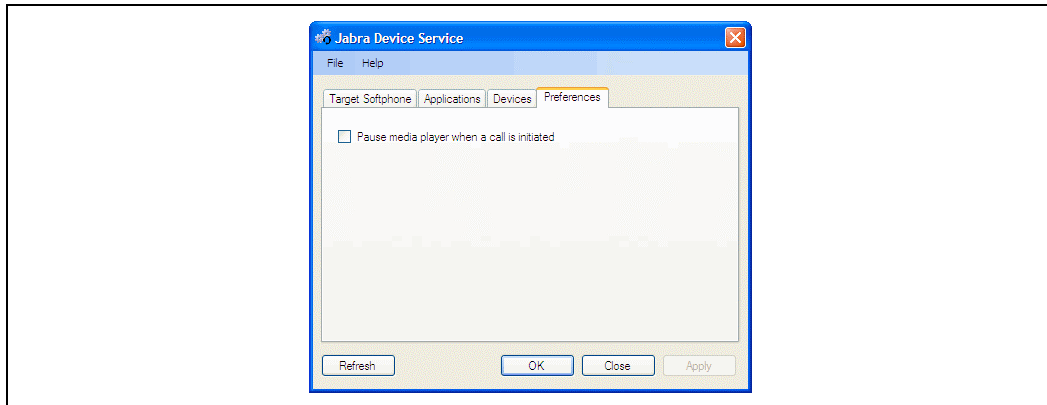

Figure 7: The Preferences tab of the Jabra Device Service settings window

In the current version, there is just one option here: **Pause media player when a call is initiated**. Use this option if you often listen to Windows Media Player in between phone calls. When this box is marked, then the Device Service will automatically pause your media player whenever you place or receive a call using your softphone. When you are done talking, however, Media Player will not be started again automatically; use your mouse to begin playing music again if desired.

5. The Jabra Control Center

Running and Using the Jabra Control Center

Purpose of the Control Center

The Jabra Control Center enables you to view status information and make settings for the Jabra headset currently connected to your PC. The settings provided will depend on which Jabra devices are currently connected.

Running the Control Center

To run the Control Center, double-click on the Jabra icon in the Notification Area, or click on the Windows **Start** menu and select **All Programs > Jabra > Jabra PC Suite > Jabra Control Center**.

Unlike the Device Service or Skype Interface, there is no reason to run the Control Center in the background. Run it only when you need to view or make settings and then quit it when you are done.

The Control Center Window

The Jabra Control Center window is shown whenever the Control Center is running. All Control Center features are available from here.
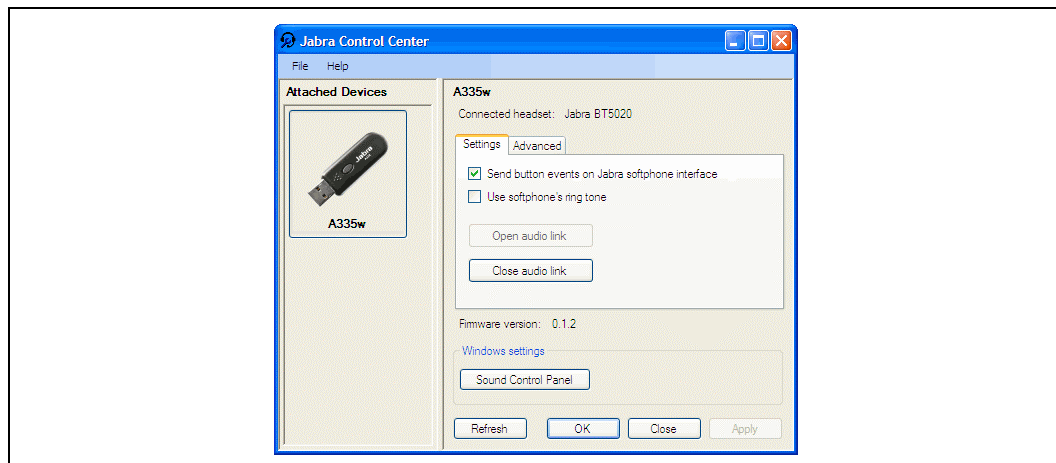

Figure 8: The Jabra Control Center window as it appears when a JabraA335w Bluetooth dongle is connected; the settings you see will depend on which Jabra devices you are using

The Control Center window is divided into three areas: menu bar (top), device list (left-middle) and settings area (right-middle).

The following commands are available from the menu bar:
• **File > Exit**: Quits the Control Center, discarding any new settings that you have not applied.

- **Help > Check for Updates**: Checks with the Jabra web site to see if a new version of the PC Suite is available. If there is, you will be provided with instructions about how to obtain and install it.

- **Help > About Jabra Control Center**: Opens a window with version and copyright information about the Control Center.

To view the collection of settings available for a connected device, select a target device in the left column of the **Jabra Control Center** window. The associated settings are then shown in the right column of the window. The settings shown here will depend on the current device.

Depending on which type of Jabra device you are using, the settings provided by the Control Center may be fairly simple or rather complex. For simple devices, the settings should be self-explanatory, but for more complex devices you will be able to get more help from the documentation included with your device and/or from the Jabra support web site.

Note: A full description of all Control Center settings provided for the Jabra A335w Bluetooth Dongle is given in Appendix A on page 30. See that appendix if you are using a Jabra A335w or if you would like to see an example of how the Control Center works with a specific Jabra device. Most Jabra devices provide many fewer settings than the A335w.

6. The Jabra Device Firmware Updater

### Introduction to the Firmware Updater

Firmware is a type of software that runs inside many types of electronic devices, managing their various internal processes. Occasionally, Jabra may release updates that can improve performance or add new functionality to your Jabra product. You can find these updates on the Jabra web site and may receive e-mail about firmware updates if you register your devices with Jabra (which we recommend).

The Firmware Updater program provides a wizard that guides you through the steps required to update your Jabra device. It is a standalone application that can be deployed on its own if needed—though it is bundled with the Jabra PC Suite, it does not depend on the Device Service or other Jabra PC Suite components.
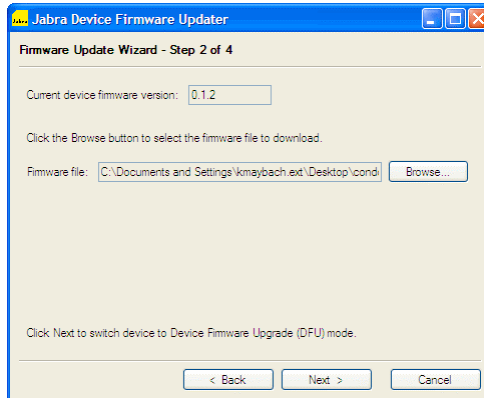
Running the Firmware Updater

To run the Jabra Firmware Updater:

1. Obtain the required firmware update and save it on your computer or on a network share visible from your computer. The firmware update is delivered either as a DFU file or as a ZIP file that contains a DFU file; the Jabra Firmware Updater accepts only DFU files so you may have to unzip the downloaded file.

2. Make sure that your Jabra device is turned on and connected to your PC.
   o Make sure that all the Jabra elements of your solution are connected and receiving power.
   o Make sure your Jabra devices are connected directly to your PC, not through a USB hub, which shares a single PC USB port with several USB devices.

3. Start the Jabra Firmware Updater by clicking on the Windows **Start** menu and select **All Programs > Jabra > Jabra PC Suite > Jabra Device Firmware Updater**. The wizard launches.
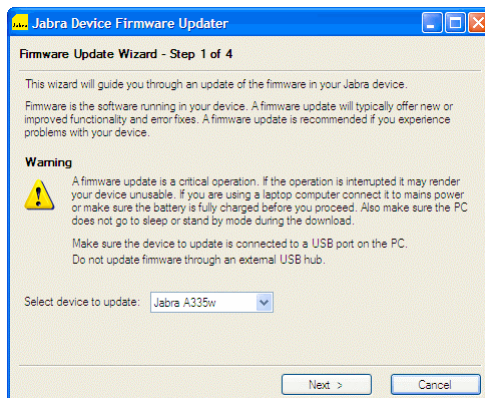
4. On the first page of the Firmware Updater, you must identify the device you wish to update. Select the model number of your Jabra device from the drop-down list provided. Then click on **Next**.

5. Page 2 of the Jabra Firmware Updater opens.

Click on the **Browse** button to locate the firmware-update file that you received or downloaded from Jabra. Then click on **Next**.

6. Page 3 of the Jabra Firmware Updater opens.
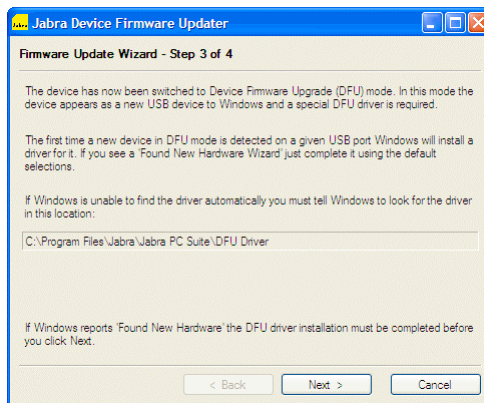
The Firmware Updater now switches your Jabra device into Device Firmware Upgrade (DFU) mode. In this mode the device appears as a new USB device to Windows and a special DFU driver is required.

If this is the first time you have placed your Jabra device in DFU mode on the current USB port, Windows will need to install a DFU driver for it. In this case, you will see the standard Windows **Found New Hardware Wizard**. Work through this wizard as usual, leaving all selections at their default settings. If the wizard is unable to find the driver automatically, then tell it to look for the driver in the location reported on page 3 of the Jabra Firmware Updater.

If the DFU driver has already been installed for your Jabra device (probably because you have run the Jabra Firmware Updater before), then you will not see the **Found New Hardware Wizard**. This is normal.

After you have finished working with the Windows Found New Hardware Wizard (or if the wizard did not launch because it was not needed), click on **Next** on page 3 of the Jabra Firmware Updater.

7. A pop-up dialog now tells you that the Firmware Updater is ready to update your Jabra device.
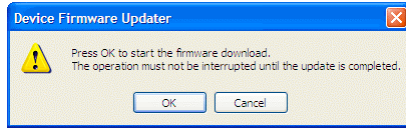
As the window says, it is vital that you do not disconnect your Jabra device or lose power on the device or your computer during the update. The process will take about a minute or two. If you are sure that such events are very unlikely during this time, then click on **OK** to apply the update.

8. Page 4 of the Jabra Firmware Updater opens.
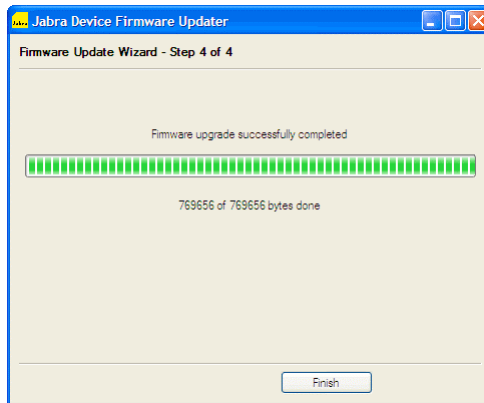
The Firmware Updater now applies the update, showing a progress bar and status messages as it works. We recommend that you do not do anything with your headset or computer during this time. When it is done, you will see a message telling you so and the **Finish** button will activate. Your Jabra firmware is now updated. Click on **Finish** to close the Updater.

7. The Jabra Skype Interface

Running and Using the Skype Interface

Purpose of the Skype Interface

The Jabra Skype Interface is a simple program that runs in the background and manages communication between the Jabra Device Service and the Skype softphone application. It enables you to control many advanced Skype features using the controls of your Jabra headset solution.

See also "Using Skype" on page 8 for more information about the Jabra Skype Interface and the features supported by this solution. See "System Requirements" on page 4 for version requirements.

Running the Skype Interface

When you install the Jabra PC Suite, you are presented with the option of running the Device Service and/or Skype Interface automatically each time you start Windows. If you selected one or both of these options, then the installer created shortcuts to these programs in your Windows **Startup** folder. In this case, you will never need to think about starting these programs—they will always be available. However, if you only occasionally use your headset with your computer, or only occasionally use Skype, then you might choose to keep one or both of these turned off by default and start them manually only when you need them.

- To run the Skype Interface Manually, simply click on the Windows **Start** menu and select **All Programs > Jabra > Jabra PC Suite > Jabra Skype Interface**. This will launch the program and display its user interface.

- To run the Skype Interface automatically on startup, or to stop doing so, add or remove a shortcut for it in your Windows `Startup` folder. One way to get to this folder is to right-click on the **Start** menu and choose **Open All Users** from the context menu. This opens a standard Windows Explorer window. Navigate from there down to `Programs\Startup` sub-folder (the full path is something like: `C:\Documents and Settings\All Users\Start Menu\Programs\Startup`). Add or remove shortcuts here as needed. Note that you will probably prefer to run the Skype Interface in the background, with its interface window hidden; to do this, edit the **Properties** of the Skype Interface shortcut in the `Startup` folder and add the "/nogui" switch to the **Target** field (for example, "`"C:\Program Files\Jabra\Jabra PC Suite\SkypeInterface.exe" /nogui`"). See also a Windows reference for more information about how to work with shortcuts and the `Startup` folder.

- To quit the Skype Interface, use menu command of the Skype Interface window (see below).

IMPORTANT: The Jabra Skype Interface requires that the Jabra Device Service also be running, or else it will not be able to communicate with your headset. You can run this program from the Start menu or by including a shortcut to it your Startup folder using techniques similar to those outlined above for the Skype Interface. See also "Running and Using the Device Service" on page 12.

The Skype Interface Window

By default, the Jabra PC Suite installer configures your computer to run the Skype Interface in the background each time you start your computer. In this case, you will not usually see the Skype Interface window even though the program is running. (See also "Running the Skype Interface", above, for details about how to add, remove and configure the Skype Interface in your computer's `Startup` folder.)

To view the Skype Interface window (and, incidentally, start the Skype Interface program if it is not already running), click on the Windows **Start** button and select **All Programs > Jabra > Jabra PC Suite > Jabra Skype Interface**. The window then opens.
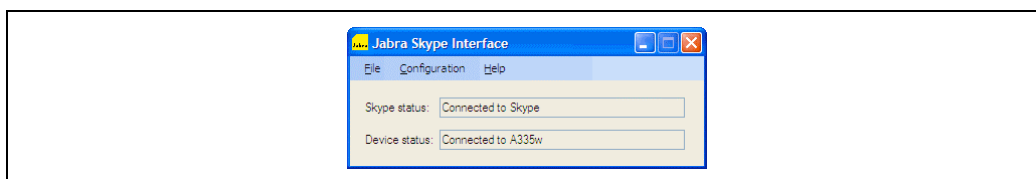

Figure 9: The Jabra Skype Interface window

The Jabra Skype Interface window displays status information and enables you to set a few options. It is divided into two areas: menu bar (top) and information display (bottom).

The following commands are available from the menu bar:
- **File > Exit**: Quits the Skype Interface, thereby disabling headset-based control of Skype features. (Click on the close button in the upper right corner to hide the window but keep the Skype Interface running in the background.)
- **Configuration > Control Skype Presence**: When your Skype contacts are using Skype, they can see your status (e.g., online, not available, away, etc.). If you would like your status to be changed to match your headset actions, then place a check for this menu item (select the item to toggle the check mark). Your Skype status will then reflect whether you are on the phone, when your headset is turned off, etc. Clear this mark to disable the feature.
- **Configuration > Trace**: This feature generates a log file and saves it on your desktop. It stores debug information. Usually you should keep this disabled unless instructed by Jabra technical support. The menu shows a check mark to indicate the status of this setting (marked means enabled). Select the menu entry to toggle the mark.
- **Help > About Jabra Skype Interface**: Opens a window with version and copyright information about the Skype Interface.

The following information is shown in the main area of the window:

- **Skype**: Shows the current status of the connection between the Jabra Skype Interface and the Skype program. If the connection is down, then check to make sure Skype is running and that it is configured to accept a connection for the Jabra Skype Interface.

- **Device**: Shows the current status of the connection to the Device Service and the name of the headset to which the Skype Interface is connected. If the connection is down, then make sure you are running the Jabra Device Service and that your Jabra device is connected to your PC and powered on.

Note: To close the Skype Interface window without quitting the program itself (recommended if you will continue to use Skype), click on the close button in the upper right corner of the window.

## Configuring Skype to Accept the Jabra Connection

The first time you run the Jabra Skype Interface together with Skype itself, Skype will notify you that an external program is trying to connect to Skype and ask you to approve the connection. You should, of course, approve it. If you do not, then Jabra will not be able to connect to Skype.

If you would like to check whether Skype is accepting the Jabra connection, or change the connection setting, then open your Skype **Options** window. The exact procedure for doing this is probably different for each version of Skype, so you need to check your Skype documentation for complete details. Below is an overview of how to do this with Skype 3.8:

1. Run Skype and choose **Tools > Options** from its menu bar.

2. The **Skype Options** window opens. Click on the **Advanced** item in the left column and then on the **Advanced Settings** sub-item (which may already be selected by default).
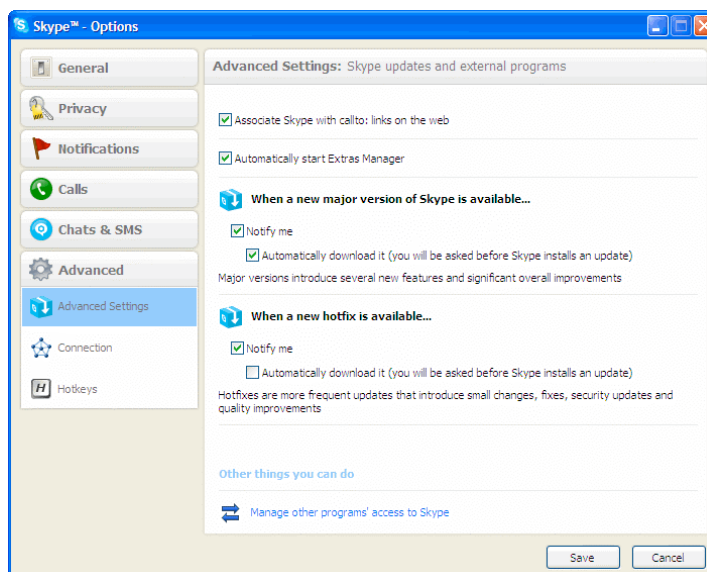
3. Click on the **Manage other programs' access to Skype** link at the bottom of the main area of the **Skype Options** window.

4. The **Manage API Access Control** window opens.
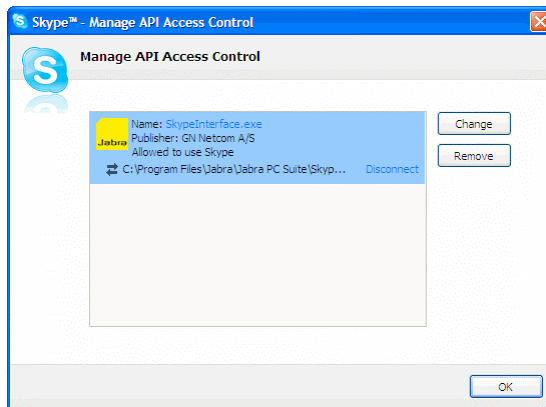
This window lists all of the programs that already have tried to access Skype. For each of them, it shows whether the connection is allowed and what the current status of the connection is. If Jabra is not listed, then you have probably not yet run the Jabra Skype Interface at the same time as Skype itself. Click on **Change** to change the allow status (e.g., if you accidentally did not allow Jabra to access Skype).

5. When you are done inspecting or adjusting the access control settings, click on **OK** to keep the setting and then on **Save** in the **Skype Options** window to store them.

## 8. Using Jabra Devices with Any Windows Program

Jabra headsets, hubs and dongles connect to your PC via USB. Windows will usually recognize your Jabra device automatically, identifying it as a USB audio device that provides both a speaker and microphone (plug-and-play). As a result, most third-party programs, including nearly all softphones and music players, will likewise be able to see your headset via this standard Windows mechanism even if a dedicated Jabra driver is not yet available for your program.

Note: To use a wireless Jabra headset as a sound card, you may need to open its *audio link*. When the audio link is open, all sound from your computer will be sent to the headset, enabling you to listen to music, voice mail, etc. (By default, wireless Jabra headsets will only open an audio link when you are making a call.) To manually open or close the audio link, run the Jabra Control Center and look for an option or command named something like **Open Audio Link** and **Close Audio Link**. The exact name and location of this control may vary between Jabra models. See also "The Jabra Control Center" on page 19 for details about running and using the Control Center.

You can view the audio devices currently available to Windows using the Windows Sounds and Audio Devices control panel. You can also use this control panel to select an active device from among those that are available. When you connect your Jabra headset to your computer, it will usually be recognized automatically and will further more become the currently selected device. If you remove the headset connection, then Windows will revert to the last audio device you were using (e.g., your computer's built-in speakers and microphone). If you are having trouble using your headset with your Windows programs, then the first thing you should do is to check the Windows control panel to confirm that your device is recognized and selected.

To work with the control panel, do the following:

1. Click on the Windows **Start** button and select the **Control Panel** icon. Then, from the **Control Panel** window or sub-menu (depending on how you have configured Windows), open the **Sounds and Audio Devices** control panel.
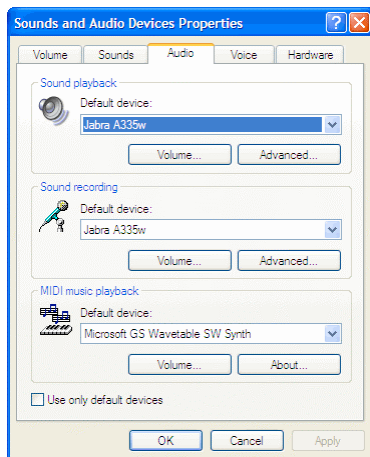
2. Go to the **Audio** tab of the **Sounds and Audio Devices** control panel to view the currently active **Sound playback** and **Sound recording** devices.
    o   If your headset is shown as the current setting for each of these two drop-down lists, then Windows and all Windows programs will send and receive sound to/from your headset by default (which is probably what you want).
    o   If your headset is not shown as the current setting for these two drop-down lists, then try to change the setting. If your Jabra device is also not shown as an available option in these two lists, then check your cabling and make sure your Jabra device is turned on.

See also your Windows documentation or online help for complete details about how to work with the **Sounds and Audio Devices** control panel.

Many softphone applications (and other programs) provide settings similar to those shown above for Windows. These settings will typically default to tracking the Windows settings, but you may also be able to override Windows for individual programs and/or modify the Windows setting itself via the program settings. Please see your softphone documentation for complete details about these.

Note: Jabra is constantly evaluating the softphone market to see which new programs should be supported with a dedicated driver, such as currently exist for Skype, Microsoft and Cisco. Contact your Jabra representative or see the Jabra web site for the latest news on softphone driver development.

A. Jabra A335w Settings in the Control Center

The Jabra Control Center enables you to configure any of several Jabra products. Most of them provide just a few, very simple settings. However, the Jabra A335w Bluetooth Dongle is significantly more complex. This appendix explains how to use all of the settings provided by the Jabra A335w.

See "The Jabra Control Center" on page 19 for a general discussion about how to run and use the Jabra Control Center. Read this appendix for specific details about the Control Center settings provided for the Jabra A335w.

Control Center Buttons for Jabra A335w

When you have selected a Jabra A335w dongle in the Control Center, the settings area includes several tabs, which are detailed in the subsequent sections. In addition to these tabs, several standard buttons are provided at the bottom of the window; these are described here.
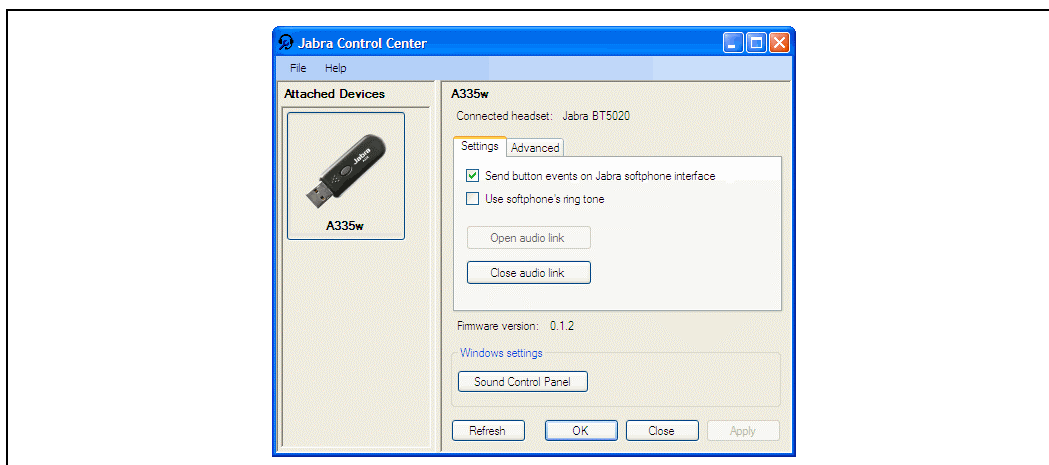

Figure 10: The Jabra Control Center window as it appears when a JabraA335w Bluetooth dongle is connected.

The following buttons are provided together with each tab of A335w settings:

- **Sound Control Panel**: Opens the standard Windows Sounds and Audio Devices control panel, which enables you to control which sound devices (including Jabra) will be used by Windows itself and other Windows programs. See also "Using Jabra Devices with Any Windows Program" on page 28 for more information about this control panel.

- **Refresh**: Updates the information shown in the Jabra Control Center window. Click here if you have changed something (such as connected a new headset) while the window was open.

- **OK**: Applies any changes you made to settings in the window and closes the Control Center.

- **Close**: Discards any new settings you have made and closes the Jabra Control Center window. This is the same as clicking on the close button in the upper-right corner of the window.

- **Apply**: Applies any changes you made to settings in the Control Center and keeps the Control Center open. This button is grayed out when there are no new settings to apply.
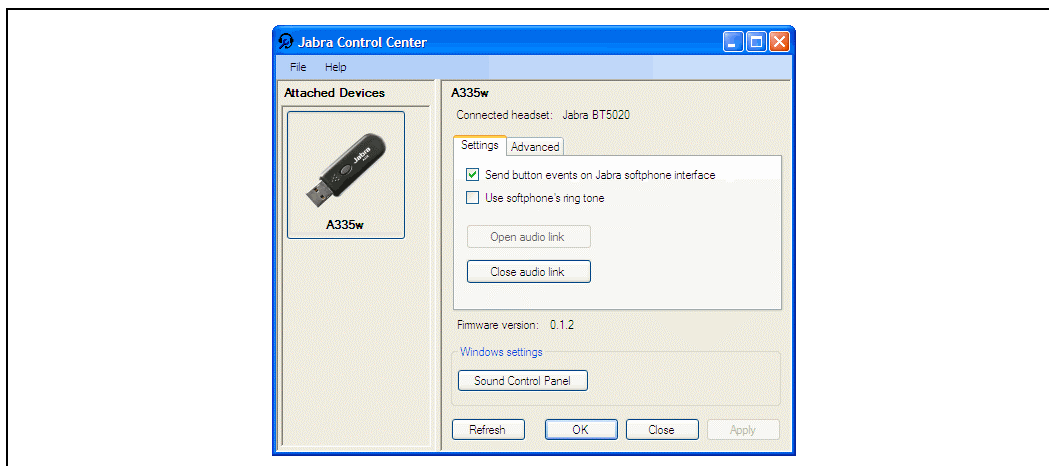
The Settings Tab for Jabra A335w

Figure 11: The Settings tab for the JabraA335w Bluetooth dongle in Jabra Control Center

When you have selected a Jabra A335w dongle in the Control Center, the following controls are provided by the **Settings** tab in the right-hand column of the window:

- **Send button events on Jabra softphone interface**: This box controls which type of USB events to send to the PC when you initiate a call with the multi-function on your headset. Mark this box to send proprietary events understood by Jabra softphone interfaces (Skype or Cisco IP Communicator). Clear this box to send standard events understood by e.g. Microsoft Office Communicator.

- **Use softphone's ring tone**: This box controls which type of ringtone you will hear when somebody calls you over a softphone. Mark this box to hear the ringtone generated by your softphone. Clear this box to use the ringtone generated by your Jabra headset.

- **Open audio link**: Click on this button to open an audio link from the dongle to your headset. All Windows sounds will then be audible in the headset. Use this if you would like to listen to music or other audio when you are not in a call.

- **Close audio link**: Click on this button to close the audio link described above. The link will still be opened automatically whenever you make or receive a call using a softphone and then closed again when you hang up.
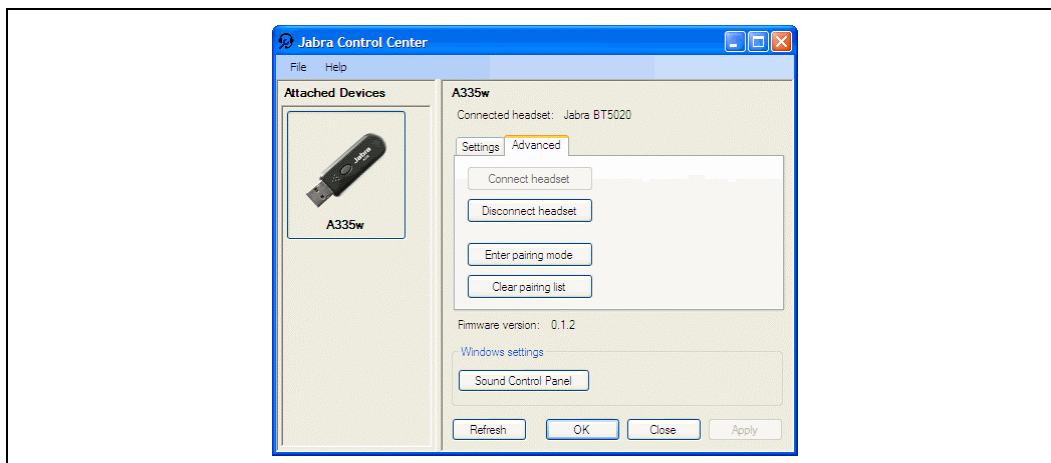
The Advanced Tab for Jabra A335w

Figure 12:The Advanced tab for the JabraA335w Bluetooth dongle in Jabra Control Center

When you have selected a Jabra A335w dongle in the Control Center, the following controls are provided by the **Advanced** tab in the right-hand column of the window:

- **Connect headset**: Click this button to make the dongle attempt to connect to the headset. Note that your headset and dongle must already have been paired via Bluetooth at least once in order for this to work.

- **Disconnect headset**: If you would like to force the dongle to disconnect from the headset then click this button. You might do this if you want to switch to a different headset.

- **Enter pairing mode**: Click this button to put the dongle into Bluetooth pairing mode. In this mode, the dongle will start listening for a nearby headset that is also in pairing mode; if one is found then it will try to pair with it. You can also use the button on your dongle to put it into pairing mode. See also your Jabra A335w manual for details about Bluetooth pairing.

- **Clear pairing list**: The dongle holds a list of up to 8 Bluetooth IDs for the various headsets with which it has been paired. It will only be able to connect to a headset that is already on this list. If no headset is connected and you use the **Connect headset** button above, the dongle will connect to the first headset it finds from its pairing list. If you are having trouble with your dongle connecting to the wrong headset, then you can clear the pairing list by clicking here and then pairing only your preferred headset with the dongle.
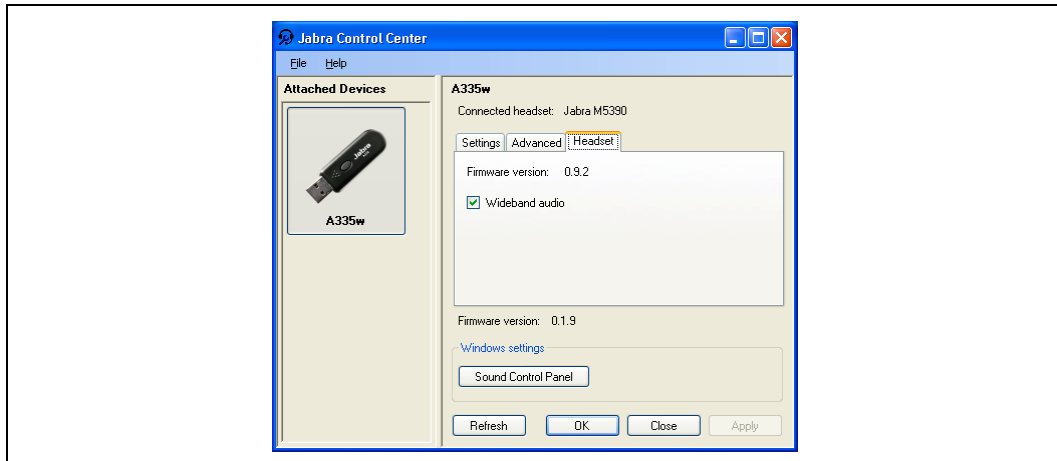
The Headset Tab for Jabra A335w

Figure 13:The Headset tab for the JabraA335w Bluetooth dongle in Jabra Control Center

The **Headset** tab appears only when your Jabra A335w dongle is connected to a Jabra headset that supports wideband audio.

Wideband audio provides a wider frequency of sounds than standard telephone audio does, making people easier to understand and making music sound better. However, this can also reduce the range of your headset or, in some situations, introduce extra noise. You may therefore want to experiment to find out which setting works best for you. Mark the **Wideband audio** check box to enable this feature; clear this box to disable it.

Note: Wideband audio cannot be changed while an audio link is open.